User Satisfaction
Information Technology

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KPI Owner: Scott Simmons   **Process: Service Operation**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 96% **Goal: We would like to have greater than 95% of our surveys return with a satisfactory rating.** **Benchmark: 89%**	**Data Source: User Satisfaction Survey** **Goal Source: Self Set** **Benchmark Source: Zendesk**	**Plan-Do-Check-Act Step 8: Monitor and diagnose** **Measurement Method: Survey sent with every ticket that is closed in the ticketing system.** **Why Measure: To ensure the quality of the services provided.** **Next Improvement Step: Continue to increase the number of responses received to ensure data accuracy.**

How Are We Doing?

Feb2014-Jan2015 12 Month Goal	Feb2014-Jan2015 12 Month Actual		Jan2015 Goal	Jan2015 Actual	
95%	**97%**		**95%**	**97%**	
Satisfaction Rate	Satisfaction Rate		Satisfaction Rate	Satisfaction Rate	

User Satisfaction

Good ⬆

Chart: Satisfaction Rate (y-axis 84%–100%) by month May2013–Jan2015.

Data labels shown: 97%, 96%, 99%, 94%, 97%, 96%, 92%, 99%, 99%, 99%

Legend: Data | Median | Goal | Benchmark
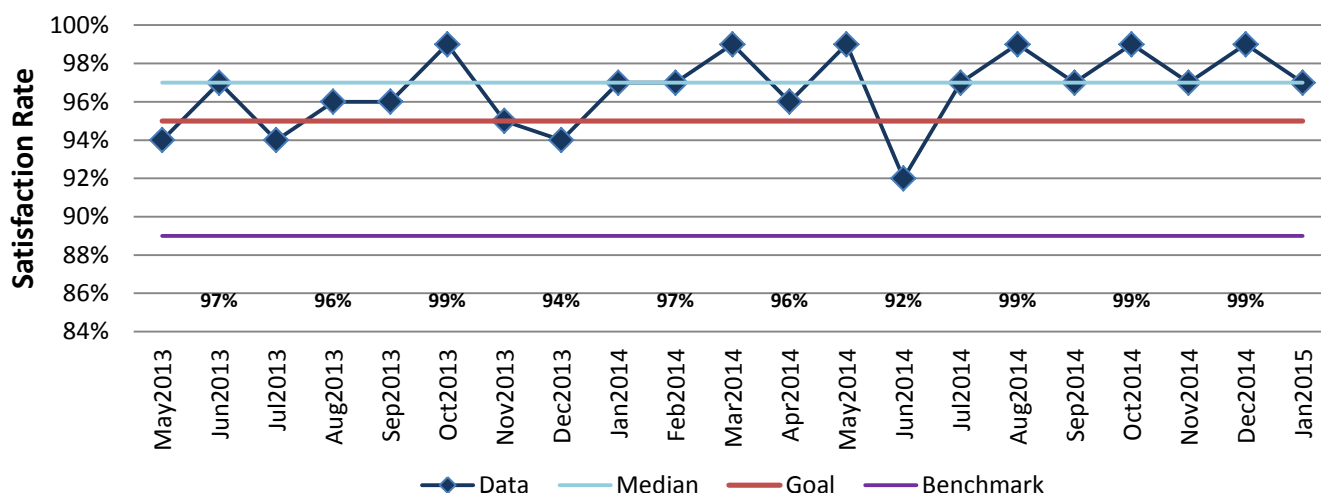
Root cause analysis is not necessary because there is no gap between the goal and current performance.